

Finance and Risk Report May 2017

Management of Minibuses

Report on management plan for summer usage of minibuses and MOT schedule

Managing and maintaining our mini bus fleet to ensure that we have all of our vehicles available in good condition during peak demand is essential to achieve our budget objectives and the delivery of service to our members.

Our aim is to identify and implement opportunities to improve the quality and service of the fleet and maximise opportunities to generate income to mitigate the cost to the Union.

Improving the quality and maintenance of the fleet has been a priority in recent months which has successfully helped to recover some lost revenue. We are now focusing greater attention on promoting our service to student groups and College customers, and investigating opportunities for hiring our buses to external clients.

Actions to date:

Resources

- Appointed a new Student Activities Manager, Iain Pullar. Start date 24 April 2017.
- Working with IT systems to review and improve existing online booking and hire process to improve customer satisfaction and user experience. May –June
- Reviewing driver training schedule to maximise opportunities for new driver training at the beginning of the academic year. More qualified drivers increases the potential for hires and opportunity for students.

Fleet Maintenance

- March – April Undertaking necessary repair and maintenance of vehicles to ensure we have a full complement available to meet summer hires. Complete
- Re-scheduled MOTs and essential yearly services to August (previously September) in order to prevent any delays or necessary repairs to delay service delivery for the start of the autumn term.
- Renewing all essential information, safety protocol and signage in the buses to improve the driving behaviour and reduce incidents and damage to minibuses.
- Purchased three replacement minibuses in March.
- Disposed of three fully depreciated minibuses at auction in April.
- Reviewing the replacement schedule and depreciation plan for mini buses May – June.
- Listing and reviewing all related suppliers to seek opportunities for improved service and to reduce costs where possible.

Research

- Consulting with College insurance to investigate the liabilities, requirements and opportunities around external (non-college) hire of our minibuses. May –June
- Subject to feedback from insurance department, create a plan to identify and mitigate risks for external hire. May June.
- Researching market to benchmark hire rate for mini buses May-June
- Research external networks for long list of potential clients.

Promotion

- April. Contacted the Operational Managers of all College departments to introduce and advertise our minibus service.
- Contacted Student led expedition's board, (SLARB) to investigate whether they need transport to and from the airport, and whether we can provide them.
- Scheduling workshop in May to identify possible commercial opportunities for minibuses. E.g. internal/external hire and advertising on buses
- Budgeted for promotional activity for 17/18

Next steps

Subject to mitigating any obstacles or risks to hiring our minibuses to external clients such as suitable insurance arrangements, we will aim to secure bookings from external clients over the summer period.